

State Enhanced 9-1-1

Advisory Committee

Meeting Minutes

April 20, 2006

- **Members Present:**

Vice Chair Steve Reinke, *Rural Counties East (Alternate – Non-voting)*

Mike Akin, *Association of Washington Cities - West*

Dan Aycock, *Member at Large*

Rebecca Beaton, *Washington Utilities & Transportation Commission*

JoAnn Boggs, *Rural Counties - East*

Dave Carlberg, *Washington State Association of Fire Chiefs*

Marlys Davis, *King County*

Dick Dickinson, *Cingular, Verizon, US Cellular*

Stephanie Fritts, *Rural Counties - West*

Steve Lich, *Washington Fire Commissioners Association*

Chris Mace, *WA Assoc. of Sheriffs and Police Chiefs*

Jeanne Massingham, *Washington State Emergency Management Association*

Lynn Mell, *T-Mobile USA - Wireless*

Lorlee Mizell, *Urban Counties, East (Spokane County)*

Jim Quackenbush, *National Emergency Number Association*

Markus Volke, *Qwest*

Deb Welsh, *Urban Counties - West*

- **Alternate Members Present:**

Peggy Fouts, *Association of Public-Safety Communications Officials*

Mark Freitas, *Washington Fire Commissioners Association*

Brad Miller, *Association of Washington Counties – East*

Patti VonBargen, *Association of Washington Cities – East*

Debra Willis, *Washington State Patrol*

- **Guests Present:**

Kate Rico (Lewis County) and Mark Dahlen (Neustar)

- **County Coordinators Present:**

Kellie Ottmar (Adams), Dan Hally (Asotin), Wendy Perry (Chelan), Keith Flewelling (Clark), Jerry Corder (Douglas), Rose Parr (Ferry), Virginia Boyd (Garfield), Peggy Fouts (Grays Harbor), Donna Hamlin (Jefferson), Marlys Davis (King), Shirley Chapple (Klickitat), Michael Strozyk (Lewis), Dee Ann Edwards (Lincoln), Mike Akin (Mason), Dave Rodriguez (Okanogan), Stephanie Fritts (Pacific), JoAnn Boggs (Pend Orielle), Jim Ricks (San Juan), Deb Welsh (Skagit), Dave Cox (Skamania), Lorlee Mizell (Spokane), Debby McCanna (Stevens), Jim Quackenbush

(Thurston), Dan Bardsley (Wahkiakum), Dan Aycock (Walla Walla), Patti VonBargen (Whitman), and Wayne Wantland (Yakima).

- **State Office Staff Present**

- Bob Oenning, William Boyd, Bruce Baardson, Lorri Gifford, Blessing Guillermo, and Kristin Ramos.

1. **Welcome and Introductions**

- Attendees were welcomed and introductions were made.

2. **Review and Approval of the Minutes (16 March, 2006):**

- Dan Aycock moved to accept as written the minutes of the 16 March 2006 meeting. Jim Quackenbush seconded the motion.
 - Discussion: Marlys to add correct wording on bottom of page 2. Change 'had' to 'halted'.
- The motion carried with slight edits.

3. **Old Business – Bob Oenning**

- Open Action Items – Most items were self-explanatory.
 - Status of all items in the works. [Summary of Action Items Sheet].
 - Department of Revenue is attempting to get authority to distribute an official interpretation of the E911 excise tax application to wireless, including prepaid..
 - CARSNET changes have come back and Bruce Baardson is making changes to forward to Verizon for their review.
- Joseph Coultman – Emergency Phones in Schools
 - Tabled until next month.

4. **Subcommittee Reports**

- **Introduction of William Boyd and the Federal Communications Commissions (FCC) Report**
 - Presentation of the FCC report as distributed to the committee members.
 - Data on local telephone competition as of June 30, 2005.
 - Release of data on high-speed services for internet access as of June 30, 2005.
 - Release of telecommunications provider locator.
 - Plan to establish a public safety and homeland security bureau.
 - Annual telecommunications industry revenue report.
 - Remarks of Jonathan S. Adelstein, Commissioner, FCC.
 - **VoIP Report**
 - Harris poll reveals 51% of those polled knew what VoIP was. This was up from 36%.

Wireless – Marlys Davis

- Phase I and Phase II Service Agreements [Excel Spreadsheet].
 - Combined AT&T/Cingular Service Agreement
 - The agreement for ATT/Cingular combined was completed. They were sent cost recovery exhibits but

Marlys Davis is still awaiting feedback. They will be forwarded to the State Office for posting and distribution.

- Sprint PCS and Nextel
 - Information sent to Wendy Hood. There is currently conflicting language and resolution is still pending between the two agreements.
- Phase I and Phase II Costs
 - Carrier Cost recovery
 - Nothing new to report. The State Office will be sending out letters to the wireless carriers for cost recovery sometime this month. There are no exact figures yet.
- Phase I and Phase II Implementation Issues/Order Status
 - The combined spreadsheet showing the status of Service Agreements and the status of Phase I and Phase II Implementation was not yet available.
 - Counties and carriers are encouraged to submit updates to Blessing Guillermo at b.guillermo@emd.wa.gov or fax 253.512.7202.
- Default Routing
 - Bob Oenning reported that the State Office is still waiting for the review from the Attorney General's Office.
- Phase I Class of Service
 - New report from Intrado sent individual detail information to the carriers on the codes that were appearing at the PSAP. Items in yellow are the correctly coded and items in green are awaiting corrections. It appears that correct coding is not making it down to the node. Patrick Hoover from Intrado agreed that carriers can work through him. When the breakdown of what actions to take is to be determined between Patrick Hoover and the carriers, these issues should be resolved.
- County Phase II Order Status
 - A combined spreadsheet showing the status of Service Agreements and the status of Phase I and Phase II Implementation is not yet available.
 - Penelope Cassidy will be assisting Blessing Guillermo as the staffing issue at the State Office becomes resolved.
- Phase II Implementation Issues
 - ALI Datastream Upgrade to PSAPs [Phase II Status Sheet].
- Other Implementation Issues/Comments
 - Federal Communications Commission PSAP Registry
 - William Boyd and Pam Boad submitted updates from Mason county.
 - William Boyd requested that the County Coordinators check the link and report any errors to him.
 - Inactive PSAP issue: they are listed as orphaned PSAPs. William Boyd will make an inquiry and

determine if these have been removed from the list.

- Testing on Emergency Mode Lock Out
 - There are a variety of situations and a variety of methods to unlock phones.
 - Over a two year period, there has been an improvement in this area from 30% to 20% to 14%.
- Public Education
 - Possibly combine the phone unlocking education program with the issue of accidental misdials.
 - King County's report on misdials was distributed.
 - Over a two year period, there has been an improvement in this area from 30% to 20% to 14%.
 - Some areas of the country have put in wireless 911 call answering systems, where the caller dials an additional digit if it is a real 911 call. There have been documented cases where 911 calls were not accurately directed to the appropriate PSAP or not delivered at all with these systems.
- Prepaid Wireless 911 Taxes
 - The State Office is still waiting for comments from the Department of Revenue.
 - Per T-Mobile, the current Washington statute does not provide for the application of the E9-1-1 surcharge to prepaid wireless service. Lynn Mell only represents T-Mobile and cannot speak for the other wireless carriers.
 - With regards to prepaid legislative language, the Tennessee model language is the one most frequently used. Other states that currently have 9-1-1 surcharge legislative language specific to prepaid service include: California, Florida, Illinois, Indiana, Iowa, Minnesota, Ohio, Pennsylvania, Rhode Island, Virginia, and Wisconsin. There are a few states that currently have proposed bills that could include prepaid service in the 9-1-1 wireless surcharge remittance (Michigan, Kentucky, and Alabama).
 - The industry would like a consistent model.
 - Currently, most states are on the honor system.
- Wireless Call Statistics
- King County completed its wireless accuracy testing.
 - The King County accuracy testing results were color coded on a Location Accuracy Performance Tests of Wireless Carriers in King County handout. Using the Federal Communications Commission's performance goals, the blue boxes fall within guidelines. This is on a nationwide basis. Carriers are not yet required to meet these on a PSAP by PSAP basis. As shown, handset

carriers are closer to meeting their requirements, particularly at the lower percentage of success ratio.

- In every case, network solutions did not meet the 100 and 300 meter marks.
- This tracking will be completed twice per year.
- King County is still working on their review of the issue with the carriers and will report back when the review is completed.
 - Definitions used:
 - Handset is where the phone is equipped with a GPS chip.
 - Network is where carriers utilize equipment at cell towers using triangulation methods.
 - Currently, wireless carriers are required to report accuracy statistics to the FCC only and on a nationwide basis.
 - Validation of study:
 - A vendor was used for testing for objective results and a specific design was used for this study.
 - Relevant test points were determined in advance.
 - Testing was done over a two-week period and PSAPs were notified in advance to address potential staffing issues since there were 500 calls per PSAP.
 - Lynn Mell noted that it has been quoted that the lowest recommended number of test calls is 1,000. Statistics can be skewed if the number of test calls is changed from study to study.
 - Some carriers may desire consistency with studies, but will be interested in methods of improvement based upon the results of the studies.
 - Carrier participation is encouraged with the Wireless Workgroup. Participation with the Advisory Committee is arranged through the State Office. The law states that Advisory Committee members must reside in-state to be reimbursed committee members.
- As a side note GPS phones are now being marketed to track children who roam outside of areas as agreed upon by parents.
- Other Issues
 - The King County accuracy testing results were color coded on a Location Accuracy Performance Tests of Wireless Carriers in King County handout. Using the

Federal Communications Commission's percentile goals, the blue boxes fall within guidelines. This is on a nationwide basis. Carriers are not yet required to meet these on a PSAP by PSAP basis. All handset carriers are meeting the 50 meters requirements. There is concern that while shorter distances were met, larger distances were not.

- In every case, network solutions did not meet the 100 and 300 meter marks.
- This tracking will be completed twice per year.
- Some areas have put I wireless 911 call answering systems, but there have been documented cases where 911 calls were not accurately directed to the appropriate PSAP. These calls did not involve the elderly or the youth.
- Public Education
 - The webpage was updated with the recent press release. Kellie Ottmar will be updated for the next wireless workgroup meeting.
- VoIP Report – William Boyd
 - There was nothing new to report regarding VoIP.
- VoIP Service Agreement
 - The agreement is still in the cue.
- State VoIP E-911 Taxation Study
 - The legislature took no action on authorizing a study.
 - APCO and NENA are pursuing a goal to have a bill completed by this fall to go into the 2007 session.
 - There must be equal taxes for equal services.
- Verizon has published guidelines for VoIP companies who desire to connect to Verizon.
- Other VoIP Issues
 - Marlys inquired if the committee was interested in conducting a study to determine accuracy of the data stating that 4.5% of wireless 911 calls could be misdials.
 - The Public Education program would be an appropriate vehicle to educate the public regarding how to use their phones.
 - This topic could be combined with the lock-out topic.
 - Kellie Ottmar will address these issues with the Public Education subcommittee.
 - VoIP Implementation
 - Daily stream of ALI data areas reveal lots of misroutes.
 - More issues are projected as more VoIP come online.
 - Lingo Communications
 - New customers were able to sign up using Comcast broadband.

- There are currently no requirements for new companies to make notification when they arrive into new service areas.
 - There should be registration required with the Utilities and Transportation Commission so that a new company's presence is known.
- **Policy Review – Deb Welsh**
 - Nothing has been added since the last meeting. Specific wording issues from the Training Policy are still in the process of being addressed. The remainder of the policies have been signed and adopted.
- **Strategic Planning – Dan Aycock**
 - A draft of the strategic plan was distributed to the committee.
 - A review is desired from the committee and feedback requested to the Strategic Planning members, Dan Aycock, or the State Office.
- **211 – Steve Reinke**
 - Nothing to report.
 - It was noted by others that:
 - There are documents to explain the differences between 211 and 911.
 - Most wireline systems still acknowledge old rotary or pulse dialing.
 - 211 is experiencing phantom calls probably because most wireline systems still acknowledge old rotary or pulse dialing. 211 is more sensitive to pulse interruptions.
- **Training – Peggy Fouts**
 - The Training Subcommittee met on a conference call.
 - Items of concern are still pending.
 - The Training Policy is still awaiting adoption and signature.
 - The next meeting is set for May 5, 2006.
 - The policies will be posted on the EMD website for easy reference.
 - The same level of training should be available for all counties across the state.
 - CJTC is not the only vendor.
 - Seek cost effective methods by county.
 - Contact Chris Fischer if attendance is desired.
- **Avian/Pandemic – Jim Ricks**
 - Presentation of PowerPoint
 - Continue to store food and water.
 - Pharmacies typically do not fill prescriptions in advance due to insurance issues.
 - Propose to include the insurance industry in the solution so that the public would be able to have a 1-2 month supply of medications on hand.

- How is the disposal of dead birds to be handled?
 - Report dead domestic birds to the Washington Department of Agriculture at 360.902.1878.
 - Report dead wild birds to the local Public Health Department.
 - Public Health department only wants to handle domestic birds.
 - There is still a lot of confusion over this subject.
- We are currently in Phase III where there may be some very limited human to human spreading.
 - Begin education of 911 employees.
 - Obtain protocol from State and local EMD.
- Phase IV
 - Keep only essential personnel for call centers and encourage PSAP personnel to limit contact with others outside of the PSAP other than family.
- Other unlisted phases were repeats of the presentation from last month.
 - This presentation will be distributed via email from the State Office to the Advisory Committee.
- Pandemic Summit
 - Governor and high level government representation, including General Lowenberg were present.
 - The federal government has promised Washington State \$2 million dollars for pandemic planning. This money has been earmarked for health issues.
 - There was nothing new to be learned, but 911 received kudos from the director of emergency management in Seattle.
 - A theme issue was the transmission of bird-to-bird transmission of the flu. Public Education is needed to minimize panic.
 - First Watch is an application that adds on to CAD that looks for types of call spikes.
 - This will be an ongoing committee in the background to keep PSAPs current on procedures regarding bird handling and other contagion issues.
- **Public Education – Kellie Ottmar**
 - Nothing new to report this month and updates will be available next month.

5. State Office Staff Reports

- **Financial Status – Lorri Gifford**
 - All financial reports are back at the office but Kristin will email them out.
 - Amendments will be arriving soon to all counties in need of contract amendment.
 - The State Office will be picking up all costs for each county for up to three people for the APCO summer training/Coordinator Forum. No training dollars from the county will need to be spent. One is a training coordinator, one is the MSAG coordinator, and the third can be a person of choice. Register by April 30, please. Register through Kellie Ottmar and the State Office will pay the bill.
 - Lorri Gifford was publicly thanked for the Application Workshops.
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- **National/Legislative – Bob Oenning**

- National
 - Bills in Congress have had modifications. Some of the reporting requirements have been removed and the Advisory Committee concerns addressed.
- State
 - The State GMAP reporting is filed at the Governor's Office. The one from 911 going forward for next year is the Pandemic Work.

6. New Business – Vice Chair Steve Reinke

- There could be a problem with the numbers that are not in the area but still in the 360 area code. .
- This could be a VoIP issue.
- Qwest recommends to place a '1' in front to ensure the calls go through. Long Distance charges would not apply where the call is local.
- Neustar representative stated that accidental situations such as this can occur even though geographic number portability is not approved at this time. Numbers should only be ported inside the rate center
 - Check with local provider.
- Personal Recognition
 - Michael Akin
 - Recognition for being the designated representative for the Association of Cities.
 - Peggy Fouts
 - Recognition for chairing the Public Education Subcommittee.
- Optional Travel Form Training
 - The new travel voucher was explained.
- Motion to adjourn:
 - With no further business before the Committee, Steve Reinke adjourned the meeting at 11:45.

The next scheduled E911 Advisory Committee meeting is THURSDAY, May 18, 2006 at
THE LAQUINTA INN & SUITES in Federal Way, Washington
32124 – 25TH AVENUE S
FEDERAL WAY, WA 98003
(253) 529-4000

- **Action Items from April 20, 2006 meeting:**
 - None to report.